



THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA  
JOB DESCRIPTION

POSITION TITLE: ~~Supervisor, Personnel Records~~ Manager, Human Resources Support Services  
JOB CODE: C-012  
CLASSIFICATION: Exempt  
SALARY BAND: C  
BARGAINING UNIT: ESMAB  
REPORTS TO: Director, Benefits & Employment Services  
CONTRACT YEAR: Twelve Months

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**POSITION GOAL:** ~~To establish and administer department policies and procedures to receive, process and retain information concerning the personnel and payroll data of employees of The School Board of Broward County, Florida. To provide leadership and oversight for all Human Resources Support Services, including the administration of personnel transactions, records management and retention, unemployment compensation, employment verifications, and customer service. Additionally, to align with the District's Strategic Plan in support of high quality instruction, continuous improvement and effective communication.~~

**ESSENTIAL PERFORMANCE RESPONSIBILITIES:**

The Manager, Human Resources (HR) Support Services shall carry out the essential performance responsibilities listed below.

- ~~Supervises clerical and administrative personnel assigned to the personnel records function.~~
- Supervise staff as assigned in the performance of job duties.
- Safeguard the confidentiality of employee information entrusted to the HR Support Services department.
- Serve as Records Custodian for Broward County Public Schools (BCPS) employee personnel files maintained within the HR Support Services department. Provide guidance and ensure adherence to District policies and state laws relative to the review and the release of personnel files and documents.
- Ensure that records maintained within the HR Support Services department are compliant with regulations governing the maintenance of employee personnel files as outlined in Chapter 119 of the Florida Statutes.
- Implement the District's records management policies and procedures related to standardized filing, protection and retrieval of reports and other information contained on paper, microfilm, microfiche, or electronic media.
- Provide guidance, training and information to principals, district administrators and staff pertaining to the creation, maintenance, filing, retention and disposal of employee personnel files maintained within the HR Support Services department.
- ~~review~~ Review and develop procedures, policies and forms to record and maintain personnel and payroll information on all employees of BCPS The School Board of Broward County, Florida and to provide this information to requesting parties, as appropriate.
- ~~train~~ Oversee the on-boarding, acclimation and cross-training of HR Support Services and assign staff members on all aspects of their job requirements to process transaction documents to ensure that properly approved data is entered into the personnel/payroll database.
- Design and implement training programs for staff to ensure all are informed of changes to departmental operations, policy and contract language that impact HR Support Services, relative to areas of accountability.
- Develop and implement processes to ensure the timely and efficient disposition and processing of HR Support Services requests, identifying deficiencies and implementing changes to address and correct.
- Oversee the auditing of personnel transactions and records maintenance for conformance to policy and processing standards. Utilize audit findings to address training and remediation of staff.
- Collaborate with payroll, budget, school and department administrators on the resolution of personnel transaction processing issues that interfere with the generation and distribution of paychecks and the hiring of staff.
- Act as a resource for school-based and district staff, providing information and assistance on HR policy and procedures relative to personnel transactions, employment records retention, unemployment compensation, and all other HR Support Services.

- Support Human Resources Information Systems (HRIS) and Information Technology (IT) on the development and upgrade of the HR system for purposes of personnel transaction processing and record retention. Recommend enhancements to system functionality and participation in system implementation and testing, as required.
- Identify opportunities to streamline and improve service delivery related to personnel transactions, maintenance and imaging of employment records, unemployment compensation administration, and all other areas of accountability.
- Act as a liaison with the IT Department to ensure that Electronic Recordkeeping Systems comply with the Florida Statutes for electronic record keeping, retrieval and retention.
- ~~develop and monitor procedures for staff members to use to deduct appropriate amounts from employees' salaries and wages as requested and to credit correct amounts to active and approved tax sheltered annuity companies.~~
- ~~assist Assist Employee Relations, Compensation & Human Resource Information Services (HRIS), and the Payroll Department in implementing Board approved salary changes, and establish Establish written procedures for staff members to follow to ensure that payroll records agree with the union contracts.~~
- ~~evaluate and recommend to the Director, Benefits & Employment Services for approval previous employment experience credit toward earned annual leave for permanent employees assigned to the ESMAB salary schedule.~~
- ~~assist Assist employees, administrators and citizens the general public in understanding and utilizing proper established procedures to access and interpret any data stored in or processed by the HR Support Services Personnel Records Department.~~
- Oversee the unemployment compensation program, which includes processing unemployment claims, scheduling hearings, reviewing determinations, reviewing appeals and auditing reports.
- ~~attend Perform all activities, within scope of accountability, in support of and/or provide information for court and administrative hearings involving unemployment compensation, workers' compensation or other litigation.~~
- Coordinate with the Purchasing Department to develop the Unemployment Compensation and the Employment Verification RFP and contract.
- Act as a liaison with the unemployment compensation vendor and the IT Department for the transmittal of employment and payroll data and issues.
- Monitor and ensure vendor compliance with the unemployment compensation & employment verification contract. Ensure billing and payments are made in accordance with the contract.
- Oversee processing of all employment and income verification reports.
- Provide problem-solving assistance to District employees and administrators for matters related to employment and income verification and unemployment compensation matters.
- Prepare the annual HR Support Services budget for submission to the Budget Department.
- ~~assist staff members in locating and overcoming error conditions in the computer system and request assistance from Human Resource Information Services (HRIS) personnel if unable to locate and correct cause of error.~~
- ~~perform Perform and promote all activities in compliance with the equal employment and non-discrimination policies of the School Board of Broward County, Florida.~~
- ~~participate Participate successfully in the training programs offered to increase enhance the individual's skills and proficiency related to the assignments job responsibilities.~~
- ~~review Review current developments, literature and technical sources of information related to job responsibility responsibilities.~~
- ~~ensure Ensure adherence to good safety rules and procedures.~~
- ~~follow Follow Federal and State laws, as well as School Board policies.~~
- ~~perform Perform other duties as assigned by the Director, Benefits & Employment Services or designee.~~

#### MINIMUM QUALIFICATIONS & EXPERIENCE:

- An earned bachelor's degree from an accredited institution.
- A minimum of ~~five (5)~~ seven (7) years within the last ten (10) years of experience ~~and/or training~~ in the field related to the title of the position, including responsibility for HR administrative tasks related to transaction processing, record keeping, electronic records retrieval and storage.
- Three (3) years of supervisory experience, including a demonstrated ability to build effective teams.
- Comprehensive knowledge of HR operations, policies, and procedures.
- Demonstrated ability to communicate effectively and tactfully, both verbally and in writing.

- Computer skills as required for the position, including proficiency with administering and maintaining Human Resources Information Systems.

**PREFERRED QUALIFICATIONS & EXPERIENCE:**

- An earned master's degree from an accredited institution.
- ~~PHR (Professional in Human Resources (PHR) certification or similar certification preferred.~~
- Knowledgeable of statutes and regulations governing unemployment compensation, retention of employment records, and related areas.
- Demonstrated ability to successfully leverage technology in the automation of Human Resources processes.
- Bilingual skills preferred.
- ~~A minimum of five (5) years of experience and/or training in the field related to the title of the position.~~
- ~~Preferred degree majors include personnel administration, business administration, labor relations or other closely related field.~~
- ~~Prefer experience within a school district or ten (10) years of job related experience outside of a school district. Two (2) of the years must have been in a supervisory position.~~
- ~~Prefer experience within a school system or seven (7) years of job related experience outside of a school system. Two (2) of the years must have been in a supervisory position.~~

**SIGNIFICANT CONTACTS – frequency, contact, purpose, and desired end result:**

~~Provide assistance and communicate with employees, administrators, community representatives and legal agencies in understanding and utilizing proper procedures to access and interpret personnel and payroll data stored in or processed for employees of The School Board of Broward County, Florida.~~

Provide support and assistance to school-based and district employees, administrators, community representatives, legal agencies, and the general public on matters related to the maintenance and administration of personnel transactions, records management and retention, public records requests, unemployment compensation, employment verification, and all other HR support services.

**PHYSICAL REQUIREMENTS:**

Light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force as frequently as needed to move objects.

**TERMS OF EMPLOYMENT:**

Salary and benefits shall be paid consistent with the District's approved compensation plan. Length of the work year and hours of employment shall be those established by the School Board.

**EVALUATION:**

Performance will be evaluated in accordance with Board Policy.

Revised: 4/2/90 &

Adopted: 4/17/90

Realigned: 4/12/94

Reclassified: 3/19/96

Retitled: 5/9/00

Board Adopted: 12/16/03\*

Revised: 01/22/10

2009-2010 Organizational Chart

Realigned: 7/1/14

2014-2015 Organizational Chart